



What you need to know about raising a flag

How does Starfish support student success?

Starfish is based on the premise that a campus community engaged with a student will lead to that student's success and that effective campus engagement happens through collaborative efforts between faculty, advisors, and supporting offices. In addition, individual outreach to students and face-to-face conversations are critical so students know that there are people at the college who care about their success.

Starfish is intended to promote these important interactions by providing a quick and simple way for faculty and staff to notify members of a student's success network and the appropriate supporting offices when they have a concern about them, which enables these support providers to reach out to students in a timely and effective way. More effective support is expected to lead to increased student success, which in turn is ultimately expected to lead to improved retention and graduation rates.

What happens when I raise a flag on a student in Starfish?

- **Level 1 “course-based”** flags can only be raised by the instructor and will generate an immediate notification to the student outlining the concern. In addition, advisors and other support providers at the college may be notified, depending on the type of flag, but no outreach to the student is expected. Outreach is optional.
- Level 2 “course-based” flags can only be raised by the instructor and will generate an immediate notification to the student outlining the concern. In addition, a notification to the advisor and other support providers is sent and outreach is expected by the appropriate support office.
- Level 2 “non-course-based” flags can be raised by any faculty or staff member. These flags do not generate notification to the student, but does notify the appropriate support office. Outreach from a support office is expected.

**See the table of contents below to identify which flags are level 1 or 2, course-based or non-course-based, and identify the flowchart for each flag raised.*

What can I do once I have raised or been notified of a raised flag?

If you have managing privileges on a flag (please see flowchart below) you have the ability to “clear” it. If you feel the necessary action has taken place to address the flagged concern, we ask that you post a comment to indicate the outreach that has taken place so the initial flag raiser and/or other support providers know and they are not duplicating efforts, and then "clear" the flag.

Who can/can’t see flags?

All course-based (academic) flags can be seen by the student, advisor, coach (if applicable), and other necessary support staff as needed. Non-course-based (**not** academic) flags will not be seen by the student, but will be viewable by the necessary support staff. (more detailed information is available on the following pages)

What do flag notifications to students look like?

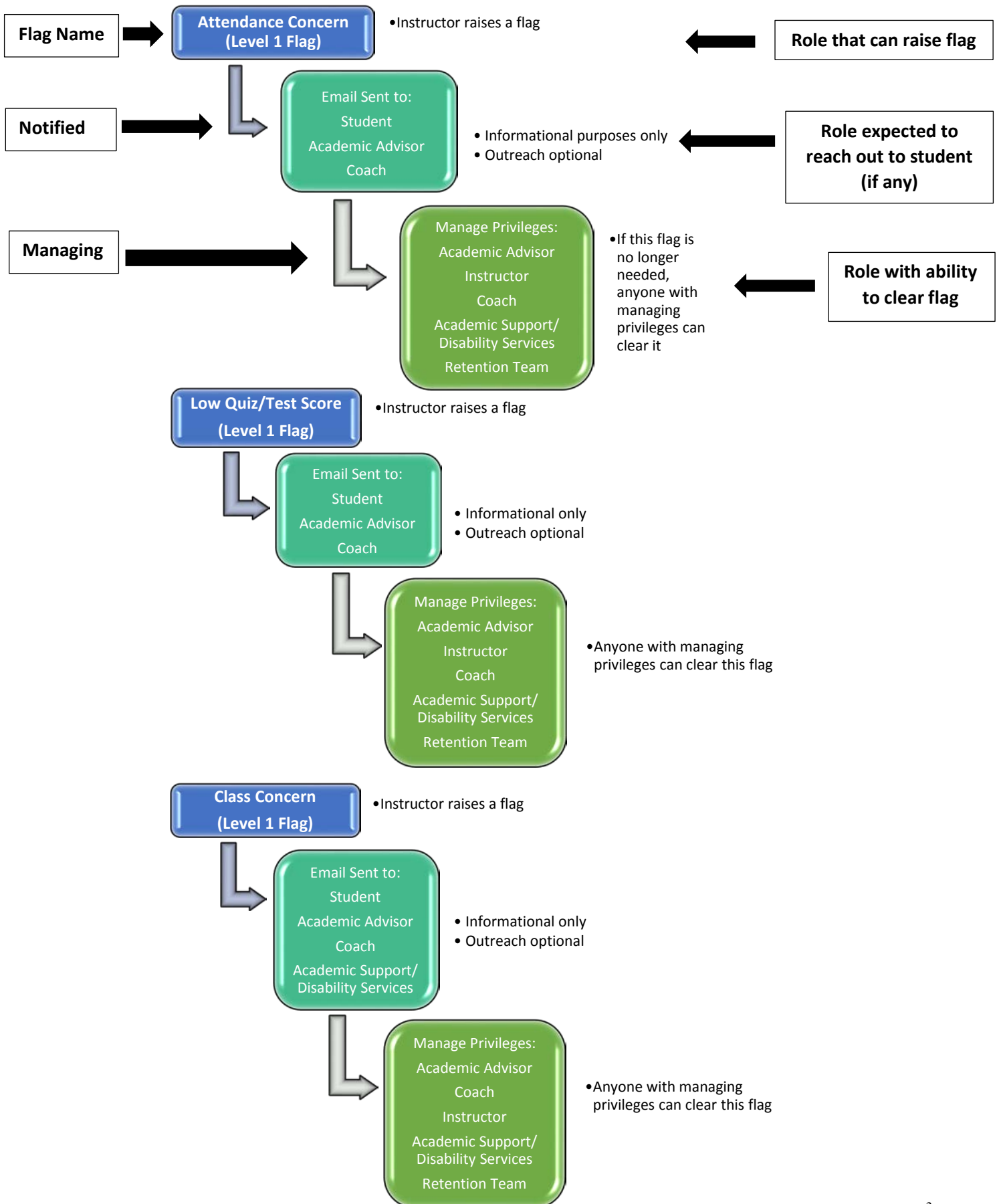
See below for email flag templates sent to students (course-based/academic flags) from The Alma College Student Success Team.

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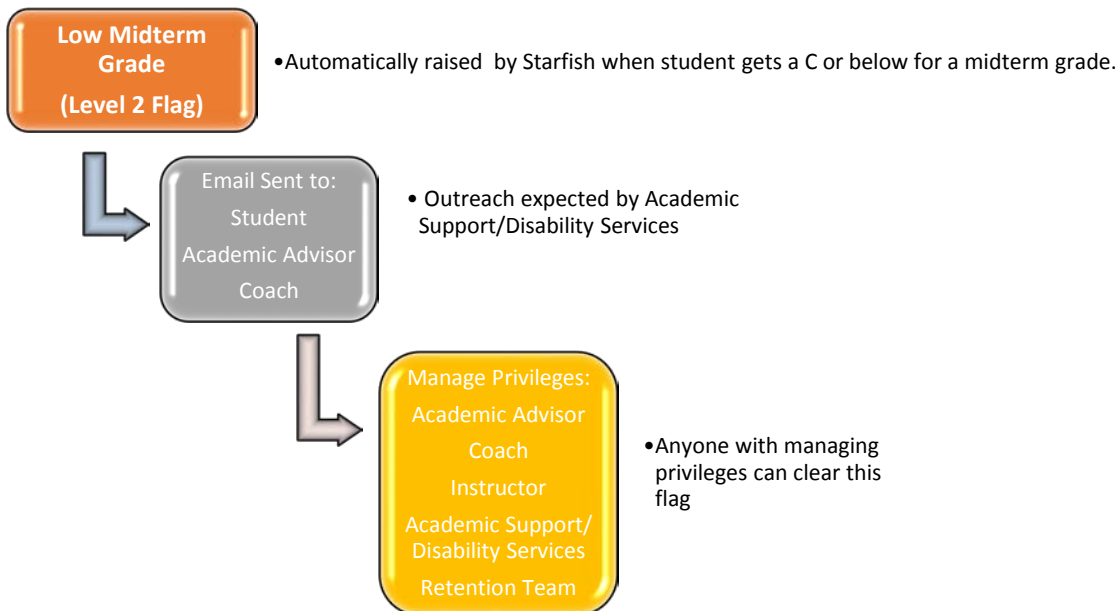
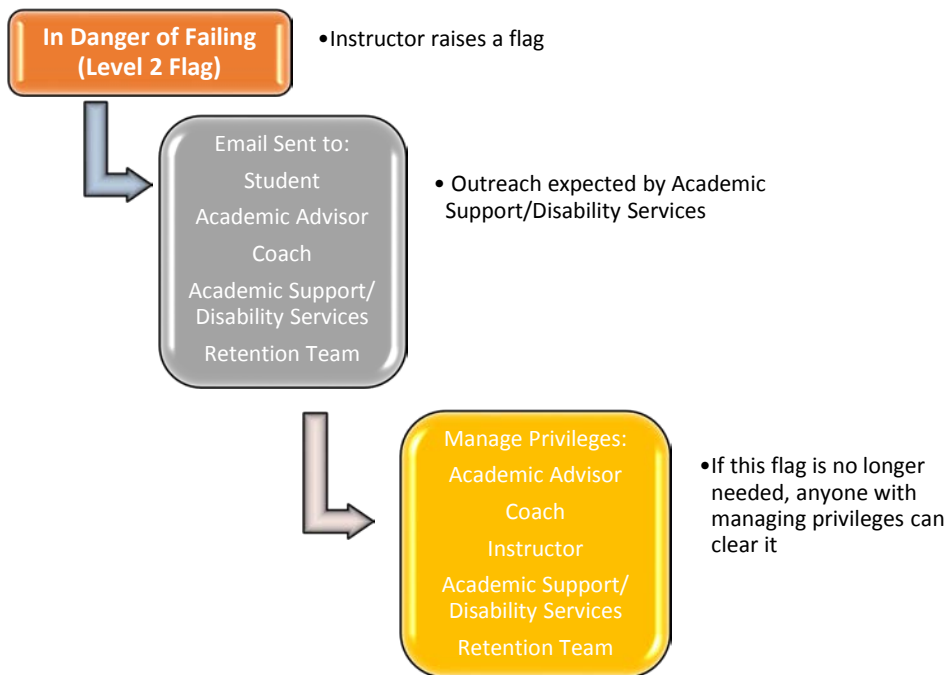
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Starfish Flag Flowchart

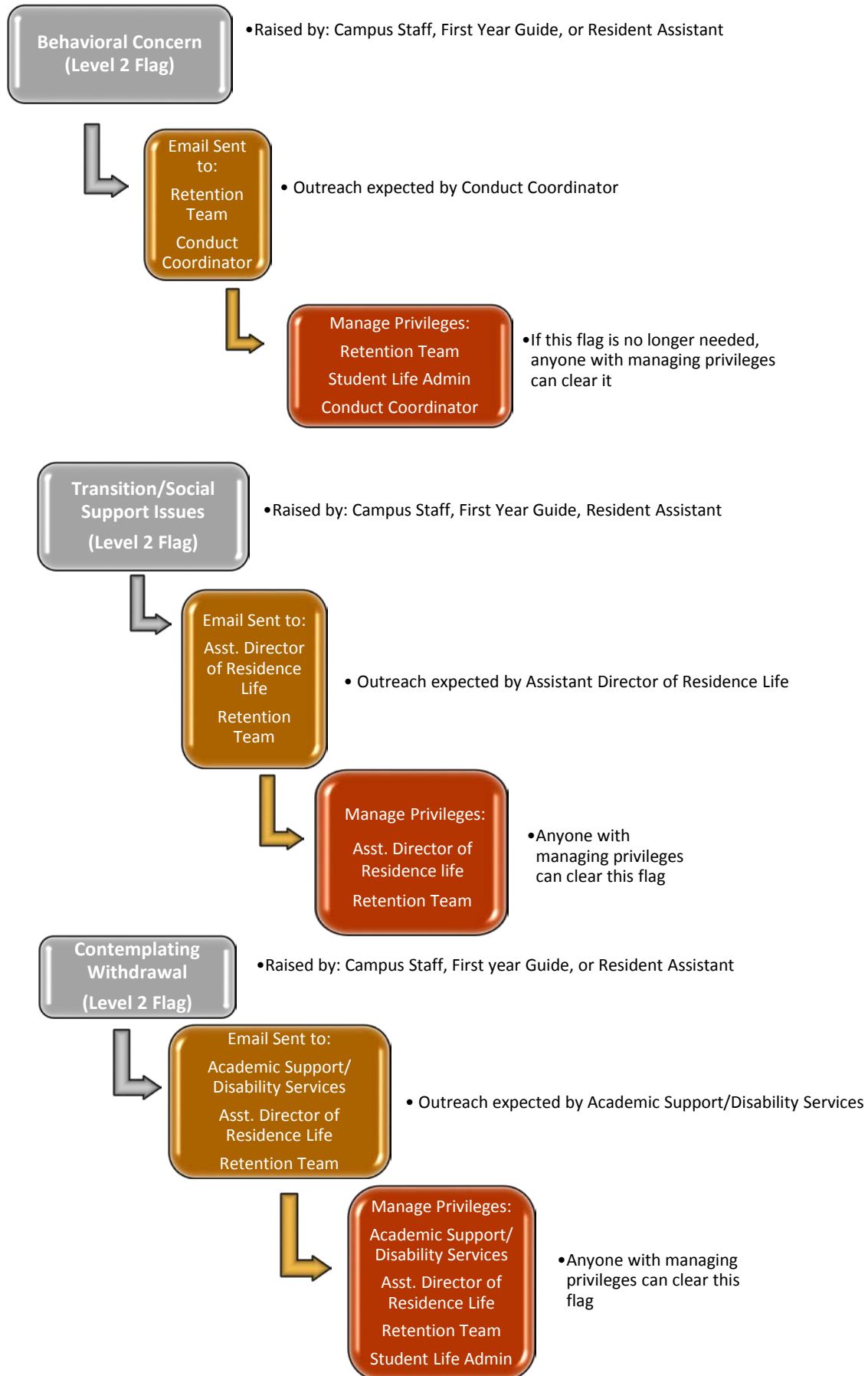
Level 1 Course-based flags:
Student is notified. No outreach expected.

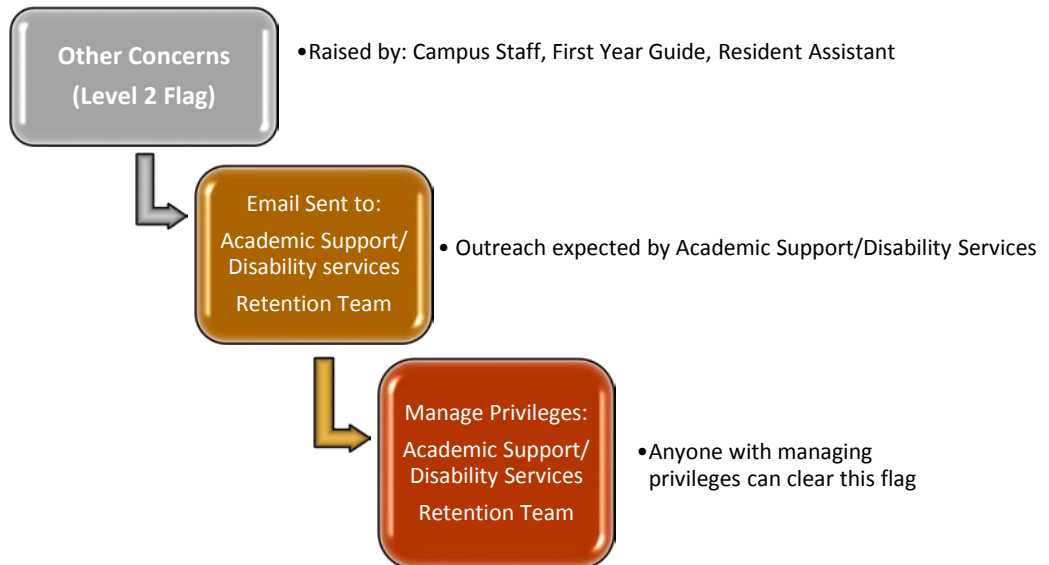
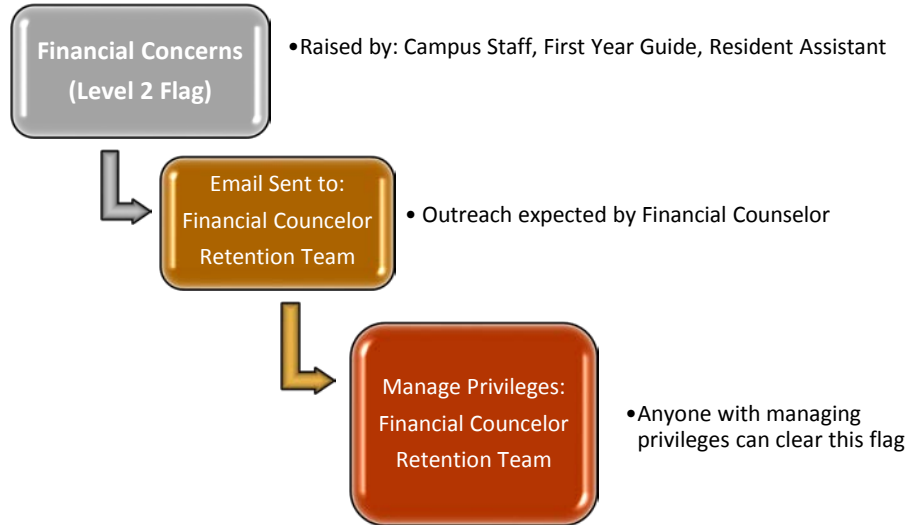
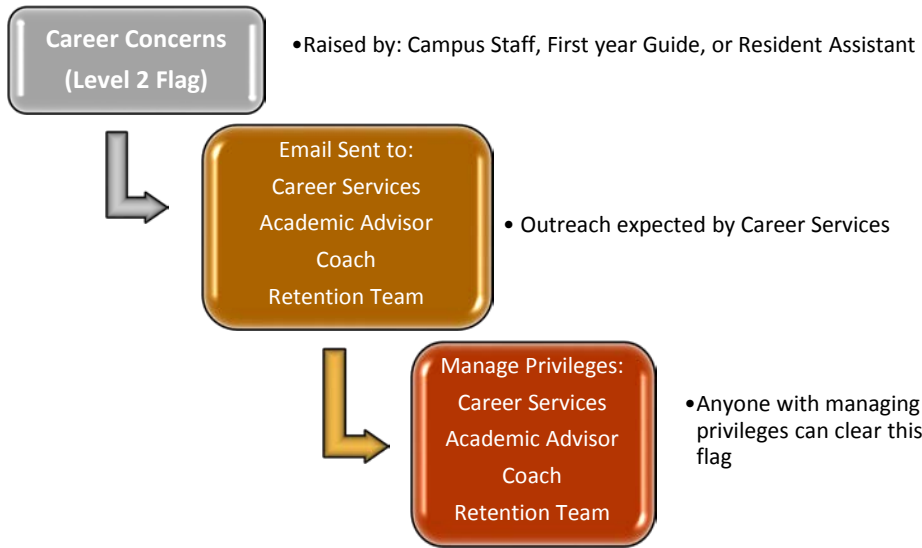


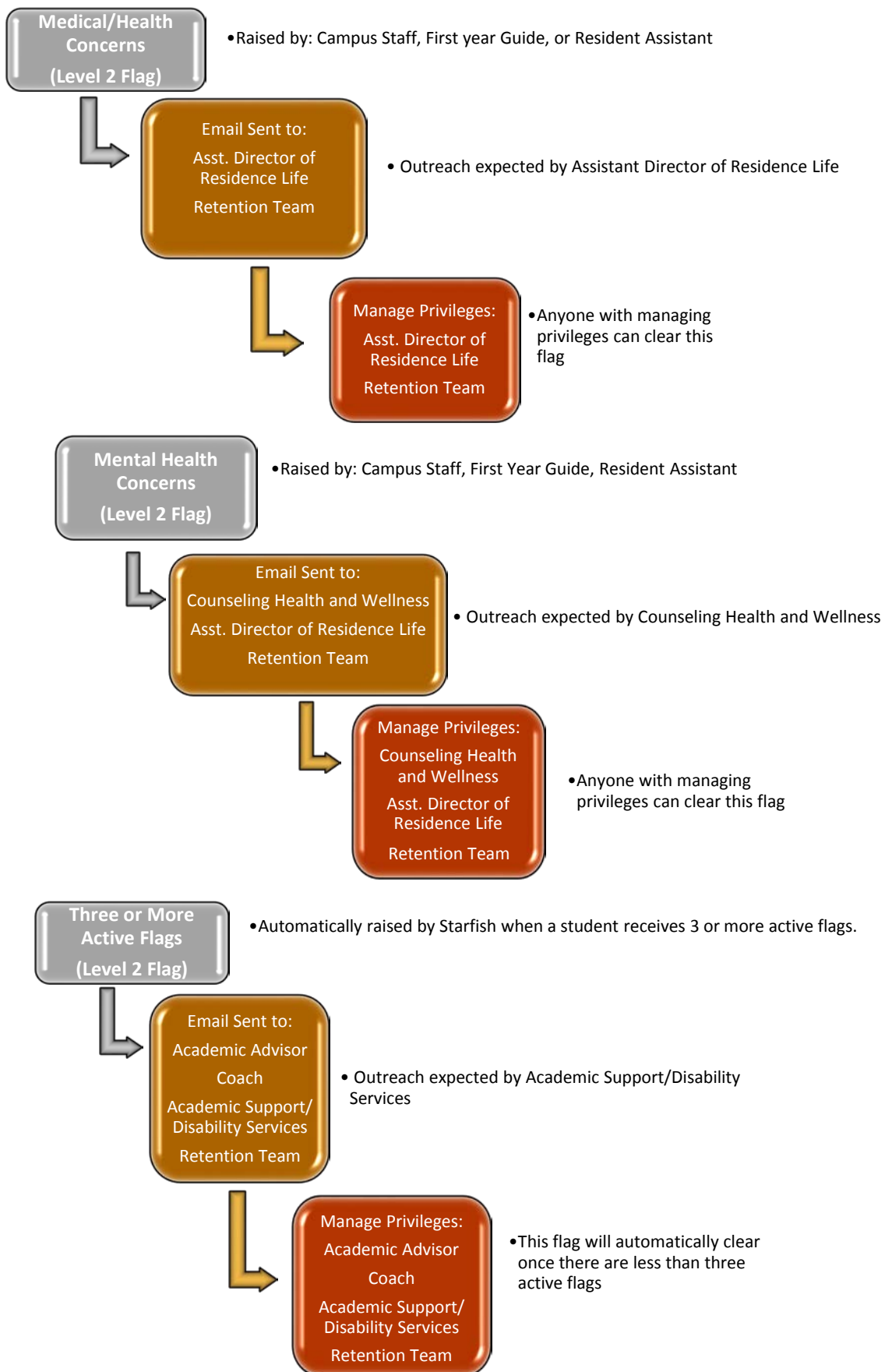
**Level 2 Course-based flags:
Student is notified. Outreach expected.**



**Level 2 Non-Course-based flags:
Student is not notified. Outreach expected.**







Flag Email Templates to Students

From: starfish@alma.edu

Subject: [Starfish] **Attendance concern** in Introduction to Microbiology

Subject line indicates
type of flag raised

Dear [StudentFirstName],

You have received an Attendance Concern flag in Introduction to Microbiology.

See below for comments regarding this flag:

[StudentFirstName],

You've missed 3 of my classes this month.

Please review the absence policy in my syllabus.

Comments of flag raiser.
Raiser must include
salutations. Flag raiser's
name is NOT included
anywhere else on email.

Dr. Smith

We care about your success!

Sincerely,

The Alma College Student Success Team

From: starfish@alma.edu

Subject: [Starfish] Class Concern in Introduction to Microbiology

Dear [StudentFirstName],

You have received a Class Concern flag in Introduction to Microbiology.

See below for comments regarding this flag:

[StudentFirstName],

I noticed that you haven't been participating in class discussions lately. Please let me know if I can be of assistance in any way.

Dr. Smith

We care about your success!

Sincerely,

The Alma College Student Success Team

From:starfish@alma.edu

Subject: [Starfish] Concern regarding your academic progress in Introduction to Microbiology

Dear [StudentFirstName],

In Danger of Failing flag

You have received an Academic Progress flag in Introduction to Microbiology.

See below for comments regarding this flag:

[StudentFirstName],

Your grades in my class are consistently going down. Let's discuss this. Please make an appointment with me through Starfish.

Dr. Smith

Please consider making an appointment with your instructor or advisor for resources and suggestions for improvement.

Alma College has many resources that can support your effort to improve academic performance and assist with personal concerns, such as the library, tutoring, and the writing center. Please click the links below to explore further.

- <https://www.alma.edu/library/>
- <https://www.alma.edu/academics/support/center-for-student-opportunity/academic-support-services/tutoring/>
- <https://www.alma.edu/academics/support/writing-center/>

Live links are included in this flag notification.

We care about your success!

Sincerely,

The Alma College Student Success Team

From: starfish@alma.edu

Subject: [Starfish] Midterm Grade Concern in Introduction to Microbiology

Dear [StudentFirstName],

Automatic flag raised based on midterm grade of C or lower

Based on your midterm grade, you have been flagged for having a grade of C or lower in Introduction to Microbiology.

Please consider making an appointment with your instructor or advisor for resources and suggestions for improvement.

Alma College has many resources that can support your effort to improve academic performance and assist with personal concerns, such as the library, tutoring, and the writing center. Please click the links below to explore further.

- <https://www.alma.edu/library/>
- <https://www.alma.edu/academics/support/center-for-student-opportunity/academic-support-services/tutoring/>
- <https://www.alma.edu/academics/support/writing-center/>

We care about your success!

Sincerely,

The Alma College Student Success Team

From: starfish@alma.edu

Subject: [Starfish] Low Quiz/Test score in Introduction to Microbiology

Dear [StudentFirstName],

You have received a Low Quiz/Test score flag in Introduction to Microbiology.

See below for comments regarding this flag:

[StudentFirstName],


You're last quiz brought your overall grade down to a D. Let's chat. Please make an appointment with me through Starfish.

Dr. Smith

We care about your success!

Sincerely,

The Alma College Student Success Team



Live links are included
in this flag notification.